

# Arkansas WIC Program Cashier and Bookkeeper Guide to Successful WIC Transactions



## Cashier and Bookkeeper Guide to Successful WIC Transactions

Revised September 2009

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## **Introduction**

### **WHAT IS WIC?**

The United State Department of Agriculture (USDA) Special Supplemental Nutrition Program for Women, Infants and Children (WIC) provides supplemental food, nutrition education, breastfeeding support, outreach information, and referrals, serving pregnant, breastfeeding and postpartum women as well as infants and children up to age five who are found to be at nutritional risk and are income and residency eligible.

### **HOW DOES WIC WORK IN ARKANSAS?**

The Arkansas Department of Health (ADH) administers the WIC Program in Arkansas. Individuals may apply for certification in the WIC program by contacting any Local Health Unit or WIC Clinic. If certified as income and residency eligible and at nutritional risk, the WIC participant will receive appropriate nutrition education, including breastfeeding support, education for pregnant and postpartum women, as well as WIC Checks and Cash Value Benefits for supplemental foods.

### **HOW DO RETAIL FOOD STORES FIT INTO THE PICTURE?**

The Arkansas WIC Program authorizes eligible retail stores to accept WIC Checks and Cash Value Benefits for the purchase of the prescribed supplemental foods for WIC participants. Retail stores (vendors) and ALL of their employees play a key role in assisting WIC participants to access the nutritious food they need. Employees also play a key role in ensuring that the regulatory and financial interests of the store and the WIC Program are protected.

Retail stores seeking to become authorized vendors for the Arkansas WIC Program must complete an application, meet selection criteria, provide price information and pass an on-site store visit. Authorized vendors sign and must abide by a written Vendor Participation Agreement that outlines all of the conditions and requirements for vendor participation in the Arkansas WIC Program.

## **WIC Vocabulary**

**WIC Checks** – are issued to WIC participants through the Local Health Unit of the Arkansas Department of Health. WIC Checks are printed on light green check stock with an overlay in black ink with the program logo and ARKANSAS WIC PROGRAM pre-printed at the top. Each check specifies the food items and quantities that are to be purchased for a specific participant during a specific period of time.

**Cash Value Benefit (CVB)** – are issued to WIC participants through the Local Health Unit of the Arkansas Department of Health. CVBs are printed on light green check stock with an overlay in black ink with the program logo and ARKANSAS WIC PROGRAM pre-printed at the top. Each CVB specifies that it is for the purchase of fresh or frozen fruits and vegetables only. CVBs have a cash value of 6, 8, 10, or 15 dollars. The cash value is printed in the quantity column on the left side of the CVB.

**WIC Identification (ID) Folder** – is pre-printed with the program logo and is a multi-fold yellow folder. The folder contains all of the names of the WIC eligible participants in a single household. This may be one participant or several participants. The folder also lists the names and signatures of all individuals who are authorized to use WIC Checks or CVBs for purchase of WIC food items for the participants whose names are listed in the folder. For WIC Program use, the folder has a Household ID number. This number may not match the individual participant's WIC ID number that is printed on the WIC Check or CVB. DO NOT use the Household ID number on the folder to determine proof of identification.

**WIC Food Package** – is a standard group of supplemental food items prescribed by the WIC Program to meet the specific nutritional needs of a WIC participant on a monthly basis. Currently there are seven different food package categories prescribed in Arkansas. Some food packages items may be specifically prescribed if the participant has a food allergy or other special medical condition.

**Arkansas WIC Program Approved Food List** – is a list of foods approved for purchase with WIC Checks and CVBs. A copy of the list should be kept at every cashier station. The list is arranged by food type, with specific brands or varieties indicated. Some items are specified as “the least expensive brand available at the time of purchase.” The Approved Food List also lists items that are not allowed.

**Food Description** – the prescribed food items will be pre-printed on the WIC Check or CVB. This is the **exact product type and amount** that must be purchased. Substitutions of any kind are not allowed. Partial purchase or purchases in excess of the specified quantity are not allowed. Some items may specify a quantity range such as “Up To” or “Or Less” e.g. “36 oz. or Less of WIC Approved Cereal.”

**First Day To Use** – is pre-printed on the front of the WIC Check and CVB. This is the first date that the WIC Check or CVB may be used. Do not redeem WIC Checks or CVBs before this date as they will not be reimbursed by the Arkansas WIC Program.

**Last Day To Use** – is pre-printed on the front of the WIC Check and CVB. This is the last date that the WIC Check or CVB may be used. Do not redeem WIC Checks or CVBs after this date as they will not be reimbursed by the Arkansas WIC Program.

**Amount of Sale** – for the WIC Check, this is the actual price of the WIC food item purchase. For the CVB, this is the actual price of the purchase, up to the maximum value of the CVB. For the CVB, the cashier may have to enter amounts on multiple CVBs, depending on the amount of purchase and number of CVBs (see How to Process a Cash Value Benefit Transaction).

The cashier must write on the WIC Check or CVB, using black or blue ink, the exact purchase price in the box label “Amount of Sale”. The box is split in two with a vertical line. Please enter the whole dollar amount to the left of the line and the cents amount to the right of the line e.g. for \$56.49

56	49
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**Signature of Participant, Authorized Representative or Alternate Representative/Proxy** – the WIC participant, authorized representative, or alternate representative/proxy must sign the WIC Check or CVB (on the right front, lower corner) AFTER the cashier has filled in the amount of sale. The cashier must verify the signature on the WIC Check or CVB with one of the names listed for Authorized Representative or Proxy on the WIC ID Folder. No other form of ID is necessary or may be required by the vendor.

**Authorized WIC Vendor Stamp** – each authorized store is issued a 4-digit self-inking vendor stamp. The vendor stamp **must** clearly appear on the front right-hand side of the check just above the pre-printed words “Authorized WIC Vendor Stamp.”

**Vendor** – a store authorized by the Arkansas WIC Program to provide WIC foods to WIC program participants. Each store must have a single, fixed location.

**Not to Exceed (NTE) Amount** - is the highest reimbursement price for regular vendors for a WIC Check for a specific food package. A NTE is calculated for each WIC Check for each vendor peer group and sent with a daily WIC Check issuance file to the Arkansas WIC Program contract bank.


**Maximum Allowable Reimbursement (MAR)** – is equal to the Not-to-Exceed (NTE) amount for the respective regular vendor’s peer group by type of WIC Check.

**Automated Clearing House (ACH)** – is an electronic payment mechanism used by the Arkansas WIC Program’s contract bank to accumulate and credit vendors’ bank accounts with an appropriate amount up to the Not-to-Exceed amount for WIC Checks and CVBs deposited.



## WIC Identification (ID) Folder

**Arkansas WIC Program**



Participant Identification Folder

Household ID: \_\_\_\_\_

The following person(s) is (are) enrolled in the WIC Program:

1. Name: \_\_\_\_\_ BD: \_\_\_\_\_  
Last, First
2. Name: \_\_\_\_\_ BD: \_\_\_\_\_  
Last, First
3. Name: \_\_\_\_\_ BD: \_\_\_\_\_  
Last, First
4. Name: \_\_\_\_\_ BD: \_\_\_\_\_  
Last, First
5. Name: \_\_\_\_\_ BD: \_\_\_\_\_  
Last, First

Persons authorized to sign or pick up WIC Food Checks:

Auth Rep.: \_\_\_\_\_

Signature: \_\_\_\_\_

Proxy: \_\_\_\_\_

Signature: \_\_\_\_\_

Proxy: \_\_\_\_\_

Signature: \_\_\_\_\_

**SAMPLE**

The WIC ID Folder is issued by a Local Health Unit to a participant or multiple participants residing in the same household.

The names of up to ten (10) participants residing in the same household [five (5) on the front cover and five (5) inside] can be listed on the folder. The Household ID# is for WIC internal use only. Do not compare this number to the ID number on the WIC Check or CVB.

The Authorized Representative **MUST** sign the folder before leaving the Local Health Unit.

The Authorized Representative may list up to two proxies who can use WIC Checks or CVBs on behalf of the participant(s). The proxy's name and signature **MUST** be on the folder prior to entering the store.

**DO NOT** accept a WIC ID Folder that has not been signed prior to the customer entering the store.

The WIC ID Folder must be presented to the cashier for **every** WIC transaction. Compare the signature/name on the folder with the signature/name written in signature block on the WIC Check or CVB.

## Processing WIC Transactions

### HOW DO I PROCESS A WIC CHECK TRANSACTION?

1. The WIC participant will inform the cashier that they wish to make a purchase using a WIC Check.
2. Separate the items to be purchased with the WIC Check from any other items the participant may be purchasing.
3. Make sure the participant has their WIC ID Folder and a valid WIC Check available.
4. Only accept WIC Checks presented within the valid dates printed on the front.
5. Make sure the types and qualities of foods listed on the WIC Check have been selected by the participant.
6. Total the WIC items and deduct any coupons and/or process loyalty card discounts.
7. Enter the amount of sale for the WIC items using **blue or black ink** in the designated space on the WIC Check.
8. Ask the participant to sign the WIC Check on the front in the lower, right-hand corner.
9. Verify the signature on the check with one of the name(s) listed for Authorized Representative or Proxy on the WIC ID Folder.

**ARKANSAS WIC PROGRAM**

5800 W 10th Suite 810 Little Rock, AR 72204

Act # 804025

FSMC St. Louis Park, MN 55416

75-1234 919

00905132

WIC ID NUMBER 004

NAME OF PARTICIPANT

FIRST DAY TO USE 9/12/2009

LAST DAY TO USE 10/11/2009

AMOUNT OF SALE

QTY	DESCRIPTION
1	GALLON CONTAINER(S) WHOLE MILK
1	UNIT-1LB DRY BEANS/PEAS OR 4 CANS BEANS
1	DOZEN LARGE WHITE EGGS
1	64 OUNCE CONTAINER(S) JUICE
1	16OZ WHOLE GRAIN BREAD OR TORTILLAS OR OATMEAL OR BROWN RICE
	XXX END OF ORDER XXX

PAYMENT WILL BE DENIED WITHOUT

AUTHORIZED WIC VENDOR STAMP

**SAMPLE**

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE

Signature of Participant or Authorized Representative

00905132 091912482 804025

Remember:

- Each WIC Check must be entered as a separate transaction.
- The WIC participant must purchase all of the items listed on the WIC Check. No substitutions. No rain checks or due bills.
- The WIC Check is valid only if the WIC participant, authorized representative, or proxy signs in the lower right-hand corner at the time of purchase.
- Do not accept a WIC Check that has been altered using correction fluid, written over, or copied.

## HOW DO I PROCESS A CASH VALUE BENEFIT (CVB) TRANSACTION?

1. The WIC participant will inform the cashier that they wish to make a purchase using a Cash Value Benefit (CVB).
2. Separate CVB items (fresh or frozen fruits and vegetables) from any other food items the participant may be purchasing.
3. Make sure the participant has their WIC ID Folder (yellow) and a valid CVB(s) available. **NOTE:** Unlike WIC Checks, CVBs from a single household may be combined in a single transaction.
4. Only accept CVBs presented within the valid dates printed on the CVBs.
5. Make sure the types of fresh or frozen fruits and vegetables as allowed on the Approved Food List have been selected by the participant.
6. Total the CVB items and deduct any coupons and/or process loyalty card discounts.
7.
  - a. If the amount of purchase is **less than or equal to** the dollar value of the CVB(s), enter that amount in the "Amount of Sale" box. No change is given.
  - b. If the amount of the purchase **exceeds** the face value of the CVBs presented, the cashier must inform the participant of the excess (including tax on the excess amount) and ask if he/she would like to pay the excess and with which type of tender. The participant must also be given the opportunity to decrease the number of items purchased if she does not wish to pay the excess dollar amount.
  - c. If the participant agrees to pay the excess (including tax on the excess amount unless participant is paying with SNAP EBT), complete the transaction by entering in the full face value of the CVB(s) in **blue or black ink** and accept the tender from the participant. **Note:** For CVB transactions where participants pay the excess, you may give them a receipt.
8. Ask the participant to sign the CVB on the front in the lower, right-hand corner.
9. Verify the signature on the check with one of the name(s) listed for Authorized Representative or Proxy on the WIC ID Folder.

<b>ARKANSAS WIC PROGRAM</b> <small>5800 W 10th Suite 810 Little Rock, AR 72204</small>		<b>Act#</b> 804025	<small>FSMC, St. Louis Park, MN 55416</small>	<small>75-1248 919</small>	<b>00905130</b>
<b>WIC ID NUMBER</b> 004	<b>NAME OF PARTICIPANT</b> _____	<b>FIRST DAY TO USE</b> 8/12/2009	<b>LAST DAY TO USE</b> 9/11/2009	<b>AMOUNT OF SALE</b> _____	
<b>QTY DESCRIPTION</b> \$6.00 FOR FRESH/FROZEN FRUITS OR VEGETABLES XXX END OF ORDER XXX				PAYMENT WILL BE DENIED WITHOUT _____ AUTHORIZED WIC VENDOR STAMP	
<b>SAMPLE</b>					
<small>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE</small>					
<small>Signature of Participant or Authorized Representative</small>					
<small>#00905130# #091912482# 804025#</small>					

Remember:

- Cash Value Benefits (CVBs) are to be used for the purchase of fresh or frozen vegetables and fruits only.
- CVBs have a cash value, but you may **not** give change back to the participant if the purchase is less than the face value.

**Points to Remember about the Cash Value Benefit (CVB):**

CVB transactions are different from traditional WIC Check transactions:

- CVBs from a single household may be combined in one transaction
- Participants may purchase items whose total dollar value is less than the face value of the CVB(s)
- Participants may purchase items whose total dollar value exceeds the face value of the CVB(s), but the participants must pay any dollar amount over the face value including tax on that amount, if applicable
- Participants may pay the excess amount with any type of tender that the vendor accepts for regular food purchases – cash, check, debit card, credit card, or SNAP EBT
- Vendors may not charge tax on the amount of the transaction that is covered by the face value of the CVB(s)

**Examples of Possible CVB Transactions:**

1. Ms. Jones purchases a variety of fruits and vegetables. The purchase amount is \$7.83. She presents a CVB for \$8.00. The cashier completes the sale, writes “\$7.83” in the amount of purchase block, has Ms. Jones sign the CVB, checks the signature with the WIC ID Folder, and returns the folder. No change or receipt is given.
2. Mr. Brown purchases items for his two children who each have a CVB with the face value of \$6.00 (total available for purchase is \$12.00). The purchase amount is \$11.54. The cashier completes the sale, writes “\$6.00” on the first CVB and “\$5.54” on the second CVB in the amount of purchase block, has Mr. Brown sign the CVBs, checks the signatures with the WIC ID Folder, and returns the folder. No change or receipt is given.
3. Mrs. Green’s fruit and vegetable purchase amount is \$9.37 (without the tax added). She presents a CVB for \$8.00. The cashier informs her that the transaction exceeds the value of the CVB and asks if she would like to reduce the amount of her purchase or pay the excess dollar value. If she chooses to reduce to or below the CVB face value, follow the procedures in Example 1. If she chooses to pay the excess, the cashier asks what type of tender and informs Mrs. Green what the amount of the excess will be, including the tax on that amount (unless she is paying with SNAP EBT which is not taxable). The cashier completes the transaction by writing “\$8.00” on the CVB in the amount of purchase block, has Mrs. Green sign the CVB, checks the signature with the WIC ID Folder, and returns the folder, and lastly accepts the tender for the excess amount. The cashier may give her a receipt for the transaction.
4. Miss Grey is also purchasing more fruits and vegetables than can be covered by her three CVBs that have face values of \$6.00, \$6.00, and \$8.00. Follow the same procedures as in Example 3, but if she chooses to pay the excess, write in the full value of each CVB, for example “\$6.00”, “\$6.00” and “\$8.00” in the amount of sale blocks. Miss Grey must sign all three CVBs.

## **Best Practices for Cashiers**

- Treat WIC participants, authorized representatives and/or alternate representative/proxy for WIC participants with the same courtesies as you would treat other customers.
- Establish a routine for WIC transactions. Do it the same way every time.
  - Ask the participant for their WIC ID Folder and WIC Check or CVB.
  - Look at the items to be purchased and compare them to the items listed on the WIC Check or CVB.
  - Verify that the WIC Check or CVB presented is within the valid dates for use.
  - Enter the amount of purchase on the front of the WIC Check or CVB.
  - Ask the participant to sign the WIC Check or CVB.
  - Verify the signature with the names written on the front of the WIC ID Folder.
  - Return the WIC ID Folder to the participant.
- Make sure you always have a copy of the Arkansas WIC Approved Food List at your register.
- Keep an inexpensive calculator or pencil and pad at your register to assist with calculations for items such as cereal and fish which allow an “up to” amount and for CVB transactions.
- If a WIC participant has selected the wrong food item, politely let them know which item or items qualify, using the Approved Food List as a guide. For items that require the participant to purchase the least expensive brand, inform the participant which brand currently is the least expensive. Some participants who are unfamiliar with your store may need someone to help them locate the item.
- Refuse any attempt by a WIC participant to use their WIC Check or CVB to receive cash, non-food items, cigarettes, or alcoholic beverages. Entering into such a transaction is against federal WIC Program regulations and can have very serious consequences for both the participant and the vendor. Immediately report to your supervisor any attempts by WIC participants to make these types of purchase.
- Don't accept WIC Checks or CVBs before the first day to use or after the last day to use. Do not accept WIC Checks or CVBs that have been altered by using correction fluid or writing over the preprinted information. Local Health Units are not allowed to make these types of alterations. Report any such abuse to your supervisor. If possible, please note the number of the WIC Check or CVB or the WIC participant's name appearing on the WIC Check or CVB that was altered.
- Check infant formula purchases carefully to make sure the participant has selected the correct brand, type and form of formula. Some types of formula have very similar labeling. Depending on the needs of the WIC participant,

formula may be authorized in powdered, concentrate, or ready to feed (RTF) form. This will be specified on the WIC Check along with the brand name and the type of formula. DO NOT allow the purchase of any formula other than what is **exactly** specified on the WIC Check, even if the types of formula seem to be similar or there is similar packaging. Low-iron formula is not allowed on the Arkansas WIC Program.

- Expect to be respected – immediately report to your supervisor any verbal or physical abuse by anyone who is making a WIC purchase. If possible, try to determine the name of the participant or number on the check the person is attempting to use for the purchase.
- Keep on top of what's up with WIC – routinely ask your supervisor if there have been updates to the WIC program, especially the Approved Food List. Program changes are sent to each store in the form of "WIC Flash" memos and e-mails.

## Information for Bookkeepers

The vendor's bookkeepers/cash office staff plays an important role in successfully completing a WIC transaction. Here are the procedures for processing WIC Checks and CVBs once they leave the register.

1. Review WIC Checks and CVBs for completeness. The cashier should have entered the "Amount of Sale" and the participant should have signed in **blue or black ink** on the front in the lower right hand corner on the line designated as "Signature of Participant or Authorized Representative." If the participant signs the check on the back **AND** the front, the check is still valid. Checks signed **only** on the back will not be paid by the Arkansas WIC Program.

**Amount of Sale**      **Vendor Stamp**

<b>ARKANSAS WIC PROGRAM</b> 5800 W 10th Suite 810 Little Rock, AR 72204 Act# 804025 FSMC St. Louis Park, MN 55416 75-1246 919		00905132
WIC ID NUMBER 004	NAME OF PARTICIPANT [blacked out]	FIRST DAY TO USE 9/12/2009 LAST DAY TO USE 10/11/2009 AMOUNT OF SALE
QTY	DESCRIPTION	PAYMENT WILL BE DENIED WITHOUT  AUTHORIZED WIC VENDOR STAMP
1	GALLON CONTAINER(S) WHOLE MILK	
1	UNIT-1LB DRY BEANS/PEAS OR 4 CANS BEANS	
1	DOZEN LARGE WHITE EGGS	
1	64 OUNCE CONTAINER(S) JUICE	
1	16OZ WHOLE GRAIN BREAD OR TORTILLAS OR OATMEAL OR BROWN RICE	
	XXX END OF ORDER XXX	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE		Signature of Participant or Authorized Representative
MICR Line: *00905132* 10919124825 804025*		

**SAMPLE**

**MICR Line**      **Signature Block**

2. The amount of sale may be corrected only ONCE by making a line through the incorrect price and clearly printing the correct price just below the pre-printed words "Payment will be denied without" on the right-hand side. The WIC Check or CVB can then be deposited in your bank. Checks or CVBs with more than one correction will not be processed by the WIC Program's bank. Checks or CVBs with more than one correction may be sent in to the WIC State Office for review. Please provide any supporting documentation you may have to assist with the review.
3. CLEARLY stamp each WIC Check and CVB with the self-inking vendor stamp in the block provided on the right-hand side on the front of the WIC Check or CVB before depositing at your bank. WIC Checks or CVBs with the vendor stamp upside down or stamped outside the block on the right-hand side of the check will not be accepted by the WIC Program's bank. These checks may be sent in to the WIC State Office for review. The number one reason WIC Checks are returned by the WIC Program's bank is "Missing Vendor Stamp."
4. If the MICR Line is not printed clearly on the check stock or if the WIC Check or CVB has been printed upside down on the check stock, do not deposit. Send them directly to the WIC Program State Office for review.

5. Deposit WIC Checks and CVBs promptly. All WIC Checks and CVBs, either deposited **or** redeposited, must clear the WIC Program's bank within **60 days of the "First Day to Use" date** on the check regardless of the transaction date. Those received by the WIC Program bank after this date will not be paid.
6. Rejected Checks and CVBs – following are the procedures to follow if you receive WIC Checks or CVBs back from your bank:
  - A. **WIC Checks and CVBs rejected for the following reasons CAN BE CORRECTED AND REDEPOSITED by the Vendor:**
    - a. Missing Vendor Number – vendor stamps the check(s) with the official stamp provided by the Arkansas WIC Program and redeposit.
    - b. Unreadable Vendor Number – vendor clarifies by re-stamping or writing in ink the vendor number next to the original stamp and redeposit. Be sure the 4-digit vendor number is right side up and legible.
  - B. **Returned Over the Max – ACH Applied - DO NOT REDEPOSIT:**
    - a. The WIC Program's bank will reject any WIC Check for a purchase amount above 112% of the peer group average, which is the Not to Exceed (NTE) amount or a CVB submitted for over the face value.
    - b. The rejected WIC Checks and CVBs will be stamped "Returned Over the Max – ACH Applied" and returned to the vendor's bank.
    - c. The vendor does **not** need to resubmit the WIC Check or CVB stamped "Returned Over the Max – ACH Applied". At the end of the week, the vendor's bank account will be credited up to the amount of the NTE for these WIC Checks and CVB.
    - d. This applies to all vendor types.
  - C. **WIC Checks or CVBs rejected for the following reasons, WILL NOT BE PAID:**
    - a. Unauthorized vendor number
    - b. Altered (including use of correction fluid and writing over pre-printed information)
    - c. Purchase date prior to "First Day to Use" printed on check
    - d. Purchase date after "Last Day to Use" printed on check
    - e. Stale - deposited or redeposited more than 60 days after the "First Day to Use"
    - f. Second presentment
    - g. Redeemed prior to vendor authorization
    - h. Missing signature or signature not on signature line on the front in the lower right-hand corner.
7. Vendors are no longer required to retain cash register receipts, but may do so if they wish. Cash register receipts may only be given to participants for **CVB transactions** for which they pay an excess amount.
8. If you believe that a check has been rejected in error, please contact the WIC Program office promptly by phone, e-mail or mail. Requests for review and adjustments must be made no later than 90 days after the "First Date to Use."



QUICK CHECK and CVB REFERENCE FOR BOOKKEEPERS			WHERE TO SUBMIT CHECKS
REJECTED REASON	HOW TO CORRECT THE PROBLEM		
No Vendor Stamp	Stamp the WIC Check or CVB with the WIC vendor Stamp	→	Redeposit the WIC Check or CVB into the bank.
Illegible Vendor Stamp	The vendor stamp must be legible for the WIC Check or CVB to be reimbursed. Re-stamp with the WIC vendor stamp.		
Refer to Maker	The WIC Program will reimburse the vendor for the items listed using the most recent pricing information or face value.	→	Send WIC Check or CVB to the Arkansas WIC Program for reimbursement.
Excessive Dollar Amounts; NTE Applied	The bank has reduced the payment amount on the WIC Check or CVB to an appropriate amount for the items listed.	→	The WIC Check or CVB will be paid and should not be re-deposited.
Counterfeit/Invalid Vendor Stamp	If a WIC Check or CVB is rejected for either of these reasons, please contact the Arkansas WIC Program vendor staff for assistance.	→	The WIC Program will not reimburse WIC Checks or CVBs that are rejected for these reasons.
No Signature/No Signature in Signature Block on Lower Right-Hand Front of WIC Check or CVB	The WIC Check or CVB must be signed at the store after the actual purchase price has been entered.		
Altered Signature	WIC Checks or CVBs should not be accepted if the signature has been altered.	→	
Future Dated	WIC Checks or CVBs should not be accepted before the "First Day to Use" date.	→	
Expired	WIC Checks or CVBs should not be accepted after the "Last Day to Use" date and must be deposited within 60 days from the "First Day to Use" date.	→	
Altered Dated	WIC Checks or CVBs should not be accepted if the "First Day to Use" or "Last Day to Use" date has been altered.	→	

## Frequently Asked Questions

*May I ask the person presenting the WIC Check/CVB and WIC ID Folder for a photo ID? No.* The only identification allowed is the WIC ID Folder. At least one of the signatures on the WIC Check or CVB must match one of the names listed for Authorized Representative or Proxy on the WIC ID Folder. Do not accept WIC Checks or CVBs that have been signed before the amount of sale has been entered.

*If I know the person, can I go ahead and process the WIC transaction if they have forgotten to bring their WIC ID Folder with them? No.* You must compare the signature on the WIC ID folder with the signature on the check every time.

*What do I do if I enter the wrong amount of sale?* Each store will have its own policy on who can correct the number written in the “amount of sale” box. See bookkeepers’ section of this guide for specific instructions on correcting the amount of sale.

*Does a participant have to buy everything that is printed on a WIC Check? Yes.* Participants are required to purchase every food item listed on the WIC Check and the quantity listed. If a participant indicates that he/she does not want everything listed on the check, please refer them to their Local Health Unit or WIC Clinic. If the store does not have one of the items on the check available, the transaction cannot be completed.

*Why does a participant have more than one check for the same dates e.g. three checks all with a First Day to Use date of 6/1/2009? To give participants more flexibility in when they make their food purchases, the month’s allocation may be split in two or more checks. Also, WIC Checks for the purchase of formula are always printed on a separate check from other food items the participant may be receiving.*

*Can a participant use more than one WIC Check at the same time? Yes, but each check must be handled as a separate transaction.*

*If I recognize the child’s name on the top of a WIC Check and I know the person who signed the check is not the parent or guardian, should I be concerned? No.* Not as long as the signature on the check matches one of the names on the WIC ID Folder.

*Can a participant purchase other items at the same time as they are purchasing their WIC food items? Yes, but the WIC food package items must be treated as a completely separate transaction.*

*What do I do if a participant tries to buy an unauthorized food? Do not allow unauthorized foods to be purchased with WIC Checks. Point out to the participant the allowed foods listed on their check and/or the WIC Approved Food List. If you are unsure if the WIC Program allows the food item or if the participant causes problems, call the supervisor or store manager for assistance.*

*If I have any questions about WIC policies or procedures, what should I do? First, call the supervisor or store manager for assistance. Arkansas WIC Program staff, at regional and state levels, is also available to answer your questions. See Annex C for a list of current WIC staff and their contact information.*

## Infant Foods



### Fruits and Vegetables

1. Participants may purchase only the brand names and varieties listed in the Approved Food List.
2. Containers must be 4 oz glass jars. No multi-paks.

### Meats

1. Participants may purchase only the brand names and varieties listed in the Approved Food List.
2. Containers must be 2.5 oz glass jars.
3. **Not allowed:** Multi-paks.

### Cereal

1. Participants may purchase only the brand names and varieties listed in the Approved Food List.
2. Containers must be 8 oz box.
3. **Not allowed:** Cereal with fruit or fruit flakes, high protein, mixed or individual servings.

### Formula

1. Only brand, variety, and type listed on WIC Check. Carefully check variety as many labels are similar. Check will specify type: powdered, concentrate or ready to use (RTU).
2. No substitutions of any kind, even if it is for another WIC approved formula.
3. **Not allowed:** Low iron formula or any brand or type not listed on the WIC Check. No exchanges. Participants must contact the local health clinic if they wish to change or exchange formulas.

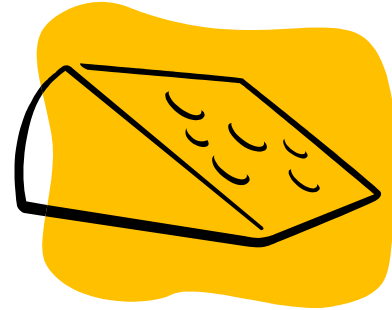
## Milk and Soy-Based Beverages



1. The specific variety(ies) (reduced fat, fat free, skim, 1%, 2%, whole) and size(s) (gallon, half-gallon, quart) authorized for the participant are printed on the WIC Check. No substitutions allowed.
2. The participant is required to purchase the least expensive brand at the time of purchase in one of the specified varieties and sizes on the WIC Check. For example, if “Brand A” is usually the least expensive 2% milk, but is not currently available, the participant may purchase the higher priced “Brand B” 2%. The participant does not have to choose another variety such as 1% milk just because it is less expensive than “Brand B” 2%. Which ever brand is chosen, the variety must be one that is indicated on the WIC Check.
3. The quantity of gallons, half-gallons, and quarts will be indicated on separate lines on the WIC Check in the quantity column.
4. For quarts ONLY – if the store does not stock quarts in a variety of milk that is printed on the check and that the participant wishes to purchase, the store may substitute two (2) pints for each quart (must be one of the varieties printed on the check). For example, if the WIC Check indicates one (1) quart of “1%, 2%, or skim”, the participant may NOT get two (2) pints of whole milk, but they could get two (2) pints of 1%, 2%, or skim milk.
5. The participant does not have to purchase the same brand for gallons, half-gallons, and quarts. It must be the least expensive in that variety and size of container available at time of purchase. For example, the participant may purchase two (2) “Brand A” gallons of skim milk (least expensive skim gallon) and one (1) “Brand C” half-gallon of 2% (least expensive 2% half-gallon) and one (1) “Brand B” quart of 1% (least expensive 1% quart).
6. Two half-gallons may NOT be substituted for a gallon.
7. Non-fat Dry Milk - The maximum number of ounces of non-fat dry milk to be purchased will be indicated on the WIC Check. The participant may choose to purchase less than the number of ounces indicated on the WIC Check.

8. Evaporated Milk – The number of cans for evaporated or skim evaporated milk will be indicated on the WIC Check.
9. **New:** Three soy-based beverages have been added to the food list. Participants may purchase only the brands and varieties indicated on the WIC Check.
10. **Not allowed:** “Deluxe”, “Plus”, organic, flavored, sweetened-condensed, non-dairy, goat’s milk, buttermilk, Copy Cow, or Vitamite.

# Cheese



1. Cheese must be 100% cheese in one of the following four varieties: American, Cheddar, Colby or mozzarella.
2. Cheese must be the least expensive brand available at the time of purchase within the variety selected by the participant.
3. Cheese is listed on a WIC Check in units of 14-16 ounces. Total ounces purchased must not exceed the amount listed on the WIC Check.
4. If a participant chooses to purchase one (1) variety of cheese, she **must** select one (1) 14-16 oz package of block or sliced cheese **unless** a 14-16 oz is not available in that variety at the time of purchase. **New: IF** no 14-16 oz is available, she may purchase two (2) 7-8 oz packages of the same variety. **Also, if** the participant wishes to purchase two (2) varieties of cheese, she may select one (1) 7-8 oz package of one variety and one (1) 7-8 oz package of a second variety.

## Example:

16 oz

Cheddar  
16 oz block

OR

8 oz

+

8 oz

Cheddar 8 oz block  
**and**  
mozzarella 8 oz block

5. Participants may select either regular **or** low-fat types of cheese. Low-fat will no longer be written on the WIC Check.
6. Packages of individually wrapped slices are allowed **if** they are the least expensive package of 100% cheese in the variety selected.
7. Cheese from the store's deli is allowed **only** if pre-packaged block or sliced cheese is not available in the variety selected by the participant.
8. **Not allowed:** Cheese foods, cheese products, whips or spreads, shredded, grated, cubed, crumbled, blended, smoked or imported.

# Grains



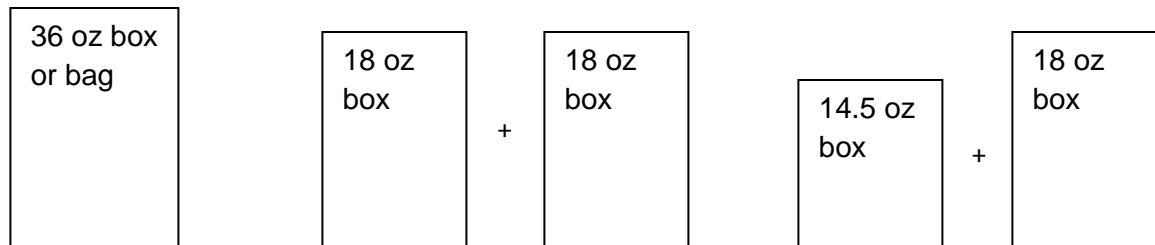
## Whole Grains

1. **New** – a new food category has been added to the WIC program – whole grains. Products such as whole grain breads, brown rice, whole grain tortillas and oatmeal have been added. The approved cereals also now include a larger percentage that is whole grain.
2. On WIC Checks, the whole grain products are listed on the same line separated by the word “or” – Whole grain bread **or** tortillas **or** oatmeal **or** brown rice. Regardless of product selected, only 16 oz packages are approved.
3. Each product is a unit. Participants may choose which product(s) they wish to purchase from the whole grains category. For example, if one (1) unit is indicated in the quantity, they may choose to purchase one (1) 16 oz package of any of the products listed. If two (2) units are indicated, they may choose any combination, such as two (2) 16 oz boxes of brown rice **or** one (1) 16 oz package of tortillas and one (1) 16 oz loaf of bread.
4. Whole Grain Bread – 16 oz loaf of brands listed on Approved Food List.
5. Whole Grain Tortillas – 16 oz package of brands listed on Approved Food List.
6. Whole Grain Oatmeal – 16 oz package of oatmeal **listed in the whole grain section** of the Approved Food List. Other brands of oatmeal are listed in the cereal section, but they **do not** qualify as a product in the whole grain category.
7. Brown Rice – 16 oz package of any brand of brown rice. Brown rice may be instant, quick, or regular cooking type.

## Cereal

1. The WIC Check will indicate the maximum number of ounces of cereal that can be purchased. The participant may choose a combination of boxes that equal to or is less than the number of ounces indicated on the WIC Check.
2. The standard monthly issuance amount for cereal is thirty-six (36) ounces. However, there may be a smaller number of ounces indicated on a WIC Check that is issued to a participant who is receiving less than a full month of benefits. Cashiers should check the quantity column carefully.
3. Only the brands and varieties of cereal listed on the Approved Food List may be purchased. Participants may choose any combination of size boxes or cereal varieties as long as they are approved products and do not **exceed** the number of ounces listed in the WIC Check. Here are some examples of possible combinations of different size packages for a WIC Check for 36 oz of cereal:

### Example: 36 ounces maximum



4. Participants may not substitute one of the oatmeal brands listed in the whole grains section for the oatmeal in the cereal section



## Fruits and Vegetables



### Fresh Fruits and Vegetables

1. Fresh fruits and vegetables may be purchased with the new Cash Value Benefit (CVB).
2. Participants may purchase any variety of fresh fruits and vegetables except as noted below. Sweet potatoes, yams, mixed salads, mixed vegetables or mixed fruits are allowed, as are organic varieties.
3. Fruits and vegetables may be in any type container (loose, paper bag, plastic bag, plastic container, Styrofoam tray, etc.) and may be whole or cut/peeled.
4. **Not allowed: White potatoes - any variety.** Nuts, fruit/nut mixtures, fruit baskets, party trays with items other than vegetables or fruit, items from a salad bar, herbs, spices, mixed salad kits that contain salad dressing, croutons or other non-vegetable ingredients and vegetable or fruit containers containing dip.

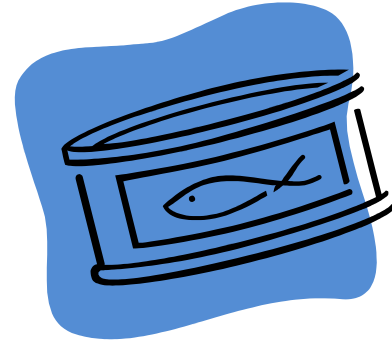
### Frozen Vegetables

1. Frozen vegetables may be purchased with the new Cash Value Benefit.
2. Participants may purchase any brand and variety of frozen vegetables, including plain vegetable mixtures without white potatoes. Participants may choose organic varieties if they wish.
3. Any package type (bag or box) in any size is allowed.
4. Frozen vegetables containing salt are allowed as well as salt-free varieties.
5. **Not allowed: White potatoes or potato mixtures,** French fries, tater tots, hash browns, vegetables with sauces, butter, seasonings, flavoring, breading, and vegetables mixed with pasta, rice or any other non-vegetable ingredient.

### Frozen Fruit

1. Frozen fruits may be purchased with the new Cash Value Benefit.
2. Participants may purchase any brand and variety of frozen fruit, plain or plain fruit mixtures. Participants may choose organic varieties if they wish.
3. Any package type (bag, box or tub) in any size is allowed.
4. **Not allowed:** Any ingredient other than fruit, including added sugar.

## Protein



### Eggs

1. Least expensive brand available at time of purchase.
2. One dozen containers only.
3. Large white grade A or AA only.
4. **Not allowed:** Eggland's Best, Cage Free, Brown or Organic.

### Peanut Butter

1. Any brand of peanut butter in 18 oz jar.
2. Variety may be creamy, chunky, or crunchy. Organic varieties are allowed.
3. **Not allowed:** Varieties labeled with "Plus" - such as "with calcium", or peanut butter combinations.

### Fish

1. **New** – three types of canned fish are now allowed on Arkansas WIC Program – chunk light tuna in water, pink salmon and sardines (any flavor).
2. Number of ounces will be indicated on the WIC Check.
3. Any brand and any combination of fish types and can sizes not to exceed the number of ounces listed on the WIC Check may be purchased.
4. Cans only. Product may contain bones and skin.
5. **Not allowed:** Tuna – albacore, breast of tuna, tuna spread, flavored tuna including smoked, tuna in oil, or low salt/low fat tuna. Salmon – blueback salmon, red salmon, or flavored salmon.

## **Beans/Peas**

**New** – participants may now choose to purchase dry **or** canned beans. A participant may purchase **either** one (1) 16 oz package of dried **or** four (4) 14 – 16 oz cans of canned beans/peas.

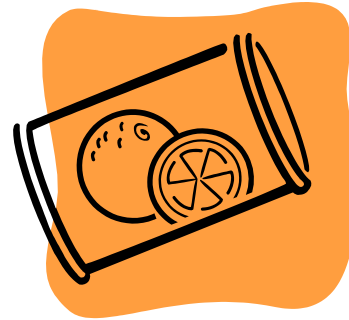
### **Dry Beans/Peas**

1. Any brand of dried, plain, unseasoned mature beans, peas or lentils in a 16 oz (1 lb) package.
2. **Not allowed:** Mixed beans.

### **Canned Beans/Peas**

1. **New** – participants may now choose to purchase canned beans and peas instead of dry.
2. Participant must purchase the least expensive brand available at time of purchase **within the chosen variety**. For example, the participant may choose “Brand A” black beans, if those are the least expensive black beans.
3. Participants may select any combination of bean and pea varieties to fill their purchase of four (4) cans. For example, two (2) pinto beans, one (1) lima beans and one (1) purple hull peas.
4. Participant **must** choose from the brands and varieties (lima beans, pinto beans, chick peas, etc.) listed on the Approved Food List. Other brands and varieties, even if they are less expensive or have similar contents, are **not allowed**.

## Juice



1. Juice must be 100% pure juice in the specific variety, type and size container authorized for the participant and printed on the WIC Check.
2. Juice must be the least expensive brand available at the time of purchase within the variety, type and size container selected by the participant.
3. For some varieties, participants may purchase only the brands listed on the Approved Food List:

Any Brand

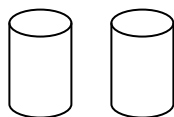
Orange, Grapefruit & Pineapple

Specific Brands

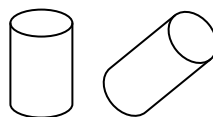
Apple, Tomato, Blended, Vegetable & Grape (purple and white)

4. Participants may purchase a particular type within a variety, such as country style, pulp-free, or low acid. In order to meet the least expensive criteria, the juice selected must only be the least expensive type. For example, the participant must purchase the least expensive frozen pulp-free orange juice, not the least expensive frozen orange juice.
5. **New:** Children will be issued WIC Checks for single strength juice in 64 oz bottles only. Children will no longer be issued checks for frozen concentrate, non-frozen pourable concentrate or 46 oz single strength cans or bottles.
6. **New:** Women will be issued WIC Checks for frozen concentrate, non-frozen pourable concentrate, and 46 oz single strength cans or bottles. Women can now “mix and match” container types. If the WIC Check indicates two units of juice, the participant may purchase **any** combination of container types.

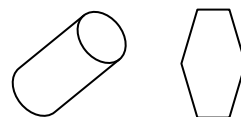
**Example:**



two frozen  
concentrate



one frozen/one non-frozen  
pourable concentrate



one non-frozen pourable  
concentrate/one 46 oz  
can or bottle, single strength

7. **Not allowed:** For any type juice (frozen concentrate, non-frozen pourable concentrate, or single strength): cocktails, punches, fruit or juice drinks, ades or blended juices other than noted in the Approved Food List. Calcium fortified allowed **only** if specified on WIC Check.

## **Appendix A: Scenarios for Training Cashiers**

### **Scenario #1: I Know It's Here Somewhere**

Tanya, who's been one of your reliable cashiers for years, looks up to see LaShona in her line. LaShona has been here dozens of times to use WIC Checks for her baby. Today she seems really stressed out. She has a WIC Check with her, but can't seem to find her yellow WIC ID Folder anywhere in her purse. Tanya knows LaShona – their sons play softball together. Tanya also knows that LaShona wouldn't do anything that she shouldn't do. What does Tanya do?

#### **Discussion Questions:**

- Is it necessary to see the WIC ID Folder every time a participant uses a WIC Check? Why or why not?
- Can cashiers decide which participants have to show their folders – for example, people they don't know or people who don't look like they would qualify for the WIC program?
- Can a participant bring the folder later in the day for the cashier/manager to look at?
- Should the cashier call the manager and have the manager call the Local Health Unit to see if they can go ahead and accept the check? Or should the cashier ask to see a driver's license?

### **Scenario #2: The Missing Meat**

Carissa is at the store to pick up her daughter's WIC supplemental foods. She has picked up all of her items – infant vegetables and fruits, infant cereal, infant meats, and juice. When she gets to the register, she is one jar short of the infant meat. A quick check of the shelf shows that she has picked up the last jar. What happens next?

#### **Discussion Questions:**

- Can Carissa come back later to pick up the one jar of infant meat when your shipment comes in and complete the transaction?
- Can Carissa get one more jar of vegetables to substitute for the infant baby meat? Why or why not?
- Can Carissa voluntarily agree to take less than the number of jars listed on her check?
- What should the cashier do at this point?

### **Scenario #3: Problem Pattie**

Today I had another run-in with “Problem” Pattie. She always complains about the type of milk she has to buy and refuses to get the beans that are listed on her check. Today she brought up whole milk and Sugar Smacks along with the other foods listed on her check. When I told her that she would need to select one of the approved cereals on the food list and one of the milk types on her WIC Check, she started yelling and telling me that the store down the street always lets her get what she wants. She left everything on the belt and stormed out of the store, shouting profanities.

#### **Discussion Questions:**

- Does it really matter what type of milk or cereal a participant selects as long as it is not more expensive than the type indicated on the food list or WIC Check?
- What should a cashier do when a participant doesn't want something listed on their check?
- What should cashiers and managers do when a participant uses abusive language or threatening actions?
- What could happen if a store sells unauthorized items or does not sell all of the items on a WIC Check during a compliance buy?

### **Scenario #4: Juice Jumble**

Maria is five months pregnant and comes in with her new WIC Check. One of the items listed on her WIC Check is two (2) units of 11-12 oz frozen, 11.5 oz pourable concentrate or 46 oz can/bottle single strength juice. Maria brings to the register one (1) 64 oz bottle of V-8 and one (1) 12 oz can of frozen store brand orange juice. The cashier remembers that there is something new about juice, but exactly what was it? Has Maria selected the correct items?

#### **Discussion Questions:**

- Can all participants mix and match container types? If yes, who can mix and match?
- Isn't the participant who chooses two (2) bottles of 46 oz single strength juice getting more juice than the participant who selects two (2) 11-12 oz cans of frozen concentrate? Does the cashier need to add up the ounces of the containers to determine if the participant has selected the correct mix of containers?
- Can Maria get calcium fortified orange juice?
- Which group of participants will be getting 64 oz containers of juice?

### **Scenario #5: Got Milk?**

Wanda presents her WIC Check which indicates that she is to purchase two (2) gallons and one (1) quart of low-fat, skim, 1% or 2% milk. The store only has its store brand (which is the least expensive today) in gallons; the store brand is not bottled in quarts. She has picked up a quart container of another brand, which everyone knows is a more expensive brand of milk than the store brand. Larry, the cashier, tells Wanda that she can't get the quart because it is too expensive. He tells her that she can get 4 cans of evaporated milk – it's the same thing.

#### **Discussion Questions:**

- Are participants required to purchase different size containers of milk – gallon, half-gallon, and quart – of the same brand?
- Can a cashier or manager decide what brand of milk the participant selects?
- Can evaporated milk or powdered milk be substituted for any of the containers of fresh milk on the WIC Check?
- If the store doesn't carry any quarts, are there any substitutions allowed? If yes, what are the restrictions?

### **Scenario #6: Shopping with Cash Value Benefits (CVBs)**

Randy is shopping for his two children's WIC approved food items. He's used WIC Checks before, but this is the first time he is using the Cash Value Benefits. Today he has two WIC Checks and two Cash Value Benefits. He brings to the register all of the milk, juice, cereal, bread and eggs that are listed on the WIC Checks as well as some bananas, pre-bagged salad, hash browns, and frozen corn.

#### **Discussion Questions:**

- Are there any items that Randy is going to have to put back/substitute? Which one(s)?
- How many transactions will the cashier need to process? Which ones?
- What happens if the purchase price of the items Randy wants to purchase with the CVBs is greater than their combined face value?
- Can you combine fresh and frozen fruits and vegetables in the same transaction? What if the pre-bagged salad contains a packet of croutons?



## **Answers to Scenarios**

### **Scenario 1**

1. Yes. The WIC ID Folder is the only identification required and ensures the WIC Check or CVB is being redeemed by the authorized representative or proxy.
2. No. Everyone must present the WIC ID Folder at the time of purchase.
3. No. The WIC ID Folder must be available at the time of the purchase in order to verify the signature. Failure to do so is a violation of Section II, #1, Vendor Participation Agreement.
4. No. Vendors may not ask for any form of ID other than the WIC ID Folder.

### **Scenario 2**

1. No. No rain checks or due bills.
2. No. The participant must purchase only the food types and amounts listed.
3. No. The participant must purchase the full quantity and types of food listed on the check. If the participant wants to adjust their food package, they must do so through the Local Health Unit.
4. The cashier should inform the participant that they do not have the required stock and cannot complete the transaction. The participant will need to go to another vendor or check back with the store later to see if adequate stock has arrived.

### **Scenario 3**

1. Yes, it does matter. Food items are prescribed to address specific nutritional needs of each participant.
2. Inform that participant that the store cannot vary the purchase from what is written on the WIC Check. If the participant wishes to make changes, they must do so at the Local Health Unit.
3. Get as much information as possible – name of person committing abuse, check number, WIC ID number etc. and report it immediately to the regional Food Delivery Liaison.
4. On the first violation, the vendor will receive a warning letter and the second and each subsequent violation, will receive two (2) sanction points.

### **Scenario 4**

1. Yes. Women who have two (2) or more frozen concentrate, non-frozen pourable concentrate and 46 oz bottles single strength written on their checks. Children may receive 64 oz bottles only.
2. No. The reconstituted amounts in these different containers are the same.
3. Yes, but only if calcium fortified is written on the WIC Check.
4. Children.

### **Scenario 5**

1. No. They are required to purchase the type indicated on the check in the least expensive in the container type, which may not be the same brand.
2. No. It just must be the least expensive at the time of purchase for the variety and the type of container.
3. No. Evaporated or powdered milk must be specifically indicated on the WIC Check.
4. Yes. If the store does not carry quarts, they may substitute two (2) pints for one (1) quart, but they must be in one of the varieties listed on the check.

**Scenario 6**

1. Yes. Hash browns. Any form of white potatoes is not allowed.
2. Three (3). Two WIC Check transactions and one (1) CVB transaction.
3. First, he is asked if he would like to put something back or if he would like to pay the excess. If he wants to pay the excess, the cashier asks him what type of tender he wishes to use. The cashier enters the full amount of the face value on each voucher and receives from Randy the amount of the excess, including tax on the excess amount with any of the following: cash, debit card, credit card, check, or SNAP EBT (no tax on SNAP EBT). If the participant pays for the excess, they may receive a receipt for the transaction.
4. Yes. Pre-bagged salad or cut-up fruit are allowable as long as the container has no other ingredients such as dip, croutons, sugar, etc.

## **Appendix B: Post-Training Sample Test**

1. Least expensive brand at time of purchase applies to which of the following types of food? (Circle all that apply)  

Juice	Peanut Butter	Cheese	Milk	Eggs
-------	---------------	--------	------	------
2. If a WIC food item listed on the Arkansas WIC Approved Food List shows as “not in our system” when scanned, then the participant cannot receive the food item.  

True	False
------	-------
3. The cashier should record the purchase amount in blue or black ink on the WIC Check or CVB at time of the transaction before obtaining the participant’s signature.  

True	False
------	-------
4. The WIC ID Folder (yellow) is not required each time a participant redeems a WIC Check or CVB.  

True	False
------	-------
5. If your store is out of the least expensive brand gallon/half-gallon/quart of milk, the participant can receive the next least expensive brand of milk.  

True	False
------	-------
6. If the cashier fails to get the participant’s signature on the WIC Check, the vendor should call the Local Health Unit.  

True	False
------	-------
7. Abusive WIC participants, authorized representatives, and proxies should be reported to the WIC Program.  

True	False
------	-------
8. All brands of formula listed on the WIC Check are WIC approved.  

True	False
------	-------
9. A participant may purchase two (2) 7-8 oz packages of cheese, one Colby and one American, without special issuance instructions noted on the WIC Check.  

True	False
------	-------
10. Four (4) half-gallon containers of milk can be given to the participant if the vendor is out of gallon containers even though the WIC check indicates two (2) gallons.  

True	False
------	-------

11. A pre-packaged container of cut-up fruit (with no dip or sugar added) is an allowable Cash Value Benefit purchase.

True                  False

12. You may ask a WIC participant to go to a different register so a manager can help them with their purchase.

True                  False

13. It is OK to substitute the formula written on the check, if the store is out, with another WIC approved formula that is available.

True                  False

14. If a check has the participant's signature missing on the front, lower right-hand corner but is signed on the back, you can send it to the WIC State Office for processing.

True                  False

15. If frozen concentrate, non-frozen pourable concentrate, and single strength juice are listed on the same line on the WIC Check, the participant may now choose any combination of container types if receiving 2 or more units.

True                  False

16. New foods approved by the Arkansas WIC program include whole grain products, infant vegetables, fruits and meats, and fresh and frozen fruits and vegetables.

True                  False

17. The vendor has 90 days from the Date of the Transaction to submit a check for payment or review.

True                  False

18. If a participant wishes to purchase \$7.59 worth of vegetables with a \$6.00 Cash Value Benefit, they can, but they must pay the difference in cash.

True                  False

19. A participant can now combine several WIC Checks in a single transaction as long as the checks are for individuals all living in the same household.

True                  False

20. Vendors are not required to put their vendor stamp on Cash Value Benefit checks.

True                  False

**Post-Training Sample Test Answers**

- |                              |           |
|------------------------------|-----------|
| 1. juice, cheese, milk, eggs | 11. True  |
| 2. False                     | 12. False |
| 3. True                      | 13. False |
| 4. False                     | 14. False |
| 5. True                      | 15. True  |
| 6. False                     | 16. True  |
| 7. True                      | 17. False |
| 8. True                      | 18. False |
| 9. True                      | 19. False |
| 10. False                    | 20. False |

## **Appendix C: Arkansas WIC Program Contact Information**

### **State Office**

Telephone: (501) 661-2508; fax (501) 661-2004  
Address: 5800 W. 10<sup>th</sup> Street, Suite 810, Little Rock, AR 72204  
Website: [www.healthyarkansas.com/wic](http://www.healthyarkansas.com/wic)

Pamela Woodard George, Manager, Food Delivery Section

[pamela.woodardgeorge@arkansas.gov](mailto:pamela.woodardgeorge@arkansas.gov)

**Contact for:** policy, compliance, WIC approved foods, cost containment, vendor education, financial oversight

Timothy Howell, Health Program Analyst

[timothy.howell@arkansas.gov](mailto:timothy.howell@arkansas.gov)

**Contact for:** new applications, authorization visits, vendor advisory committee, changes of ownership and other vendor information updates

Sheba Anderson, Health Program Specialist

[sheba.anderson@arkansas.gov](mailto:sheba.anderson@arkansas.gov)

**Contact for:** banking/WIC Check and CVB issues, price list survey, violations/sanctions, claims/invoices, peer group management, complaint resolution

Angie Mack, Administrative Assistant

[angelia.paynemack@arkansas.gov](mailto:angelia.paynemack@arkansas.gov)

**Contact for:** address and e-mail changes, mailings, WIC Flash distribution

## **Regional Staff**

**Contact your regional staff person for:** general questions and support, monitoring and educational visits, vendor training, shelf talkers/signs/food lists, minimum stock review, complaint resolution

### **Northeast Region**

Ruth Woods, Food Delivery Liaison

E-Mail: [ruth.woods@arkansas.gov](mailto:ruth.woods@arkansas.gov)

Telephone: (501) 944-0789 cell; (870) 238-2101 office; fax (870) 238-4569

Address: 704 Canal Street, Wynne, AR 72396

### **North Central Region**

Tammy Bailey, Food Delivery Liaison

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### **Northwest Region**

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### **Southwest Region**

Alice Head, Food Delivery Liaison

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### **Southeast Region**

Patty Hill, Food Delivery Liaison

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### **Central Region**

Doris Allen, Food Delivery Liaison

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**Appendix D: Arkansas WIC Approved Food List (as of 9/28/09)**